



Arjun Jacob

UX Designer

Profile

I'm a highly motivated UX designer and researcher with 2 years of experience. Having worked on over 8 large projects with 40+ user interviews, 5+ wireframes, multiple site maps and user journeys, I am committed to excel within demanding roles that reward hard work, superior honesty and integrity. I am a quick learner and eager to add value to every client project in this increasingly important industry.

LinkedIn : <https://www.linkedin.com/in/ux-arjunjacob/>

Employment History

Associate Designer & Researcher at HCLTech, Noida

July 2022 — Present

- Successfully revamped **8+** large enterprise applications with contrasting business requirements, user groups, and problem statements.
- Lead the requirements phase with stakeholders to understand business goals and create tailored UX research strategies.
- Boosted usability ratings of internal applications by an average of **61%**.
- Slashed HCL's candidate onboarding cycle time by ~ **12 hours**.
- Conducted **49** user interviews (created scripts, recruited users, and implemented findings).
- Delivered wireframes for 3 large portals and for 3 child apps within emPower (HCL's intranet mobile app).
- Articulately and regularly presented UX research findings to senior HCL stakeholders across the globe.
- Delivered critical projects despite working within a strict design style guide.

Design Intern (People Advisory Services) at ERNST & YOUNG, Gurgaon

July 2020 — June 2021

- Worked on the development of an end-to-end SaaS based Learning Experience Platform (LXP) which helps businesses identify and close employee skill gaps through hyper personalised learning pathways using NLP and ML technologies.
- Was responsible for conceptualizing the interface for three types of dashboards on the platform using methods which included competitive analysis, mood boards, and brainstorming with designers and developers to generate low-fi wireframes.
- Spearheaded the creation of a successful badge system (gamification) which consisted of researching and developing a badge hierarchy and reward framework for our platform (including Open Badges).
- Research included competitor analysis and interviewing representatives from global, industry leading LXPs such as Cornerstone, Docebo, and Valamis.

Address

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Portfolio

[Interactive UX Portfolio](#)

Languages

English
Hindi
French

Skills

UX Research
Figma (Design Software)
Adobe XD
InVision
Surveys
Business Transformation
Gamification
Adobe Photoshop
Heuristic Evaluation
Information Architecture
Empathy
User Interviews
Wix
Research
Microsoft PowerPoint
User Experience Design (UX)
Brainstorming
Microsoft Excel
User Experience
Design System

Educational Background

University of Edinburgh,

Master of Arts, Economics and Politics (2:1)

January 2015 — January 2019

Step by Step, Noida,

International Baccalaureate (IB)

May 2013 — May 2015

Courses

Interaction Design Specialisation, (Coursera), University of California, San Diego

January 2022 — January 2023

Enterprise Design Thinking Practitioner, IBM

June 2021

Effective Business Presentations with PowerPoint, Coursera

August 2020

Data Visualization with Advanced Excel, Coursera

July 2020

Published Articles

Red Filter: A Case Study, Medium

November 2022

<https://medium.com/@jacobarjun3/red-filter-825901fdef8d>